



Accelerate and Maximize your Reporting, Analysis and Performance Management Efforts
At Symmetrics, we know the goals of your performance management efforts – rapid business value, demonstrable ROI, and increased user adoption. And that's why we offer a comprehensive services and support offering to our customers.

Comprehensive Professional Services for Maximum Solution Value



Our technology experts – with the unique combination of extensive reporting expertise and contact center knowledge – provide a valuable array of services to help you empower users, mitigate risk, and accelerate time to benefit.

Accelerate and Maximize your Performance Management Efforts

Empower Users

Empower both your technical and business users by providing them with the right skills, support, and knowledge to effectively use the reporting and analytic solutions, improve their ability to make decisions, and maintain a successful deployment.

Mitigate Risk

Symmetrics' professional services team will work with you so that your current and future application and solution deployments are successful. Our support and services teams come equipped with relevant expertise, best practices, and a wide range of experience within multiple industries.

Accelerate Time to Benefit

You've achieved the necessary buy-in to deploy powerful reporting and analytic capabilities that allow you to track, understand, and manage your critical business data. Now you need to ensure that your contact center maintains momentum and realizes full benefit from its initiatives.

Symmetrics has a full range of **consulting, education** and **support** services to ensure rapid delivery of measurable business value, lowered total cost of ownership (TCO), and maximized user adoption.

Consulting Services

Data Mart Customization/Development

Need to customize your nVISION Data Mart to integrate and leverage other data sources? Our custom data mart development services will ensure all relevant data is stored, managed and leveraged to maximum benefit.

Info Manager Customization

nVISION Info Manager customization services allow you to customize your deployment of the application in order to meet your unique needs.

Customization areas can include:

- Digital Dashboard design
- User Interface customization
- Wireless device communication
- Advanced alerting/notification
- Any other specific features and functionality that may be required

Info Manager QuickStart Deployment

A specialized deployment package that will quickly and cost effectively get nVISION Info Manager deployed within your environment. Software installation, configuration, testing and administration training is included.

Report Design

Are you missing key reports? Do you have too many reports but not enough information? Have you implemented a new contact center system, only to find you can't get the reports you are accustomed to? Our VirtualREPORT service provides any custom-built reports you need.

Call Flow Design, Scripting and System Configuration

Symmetrics' Nortel/Avaya (and other vendor) Certified consultants have the experience and expertise to deliver call flow design, scripting and system configuration services for Nortel Contact Center Manager/ Symposium – critical first steps in the ability to provide accurate and efficient reporting.

Advanced Analysis & Report Management

Our advanced service offerings address needs that go beyond basic reporting, including adhoc query development, multidimensional data analysis/OLAP Cube design, and custom web-based report delivery and management.



nVISION Data Mart



nVISION Reports



nVISION Info Manager



nVISION Services

A complete solution suite that delivers all the key elements required for a contact center to effectively manage and leverage its critical information and metrics in order to optimize performance

Education Services

Technical Training

Obtain the expertise you need to optimize your reporting efforts or design or customize reports in-house. Symmetrics has developed a range of modular training curricula.

Symmetrics courses include:

- Introductory Crystal Reports Design for Nortel Contact Center Manager/Symposium Call Center Server/Express Call Center
- Advanced Crystal Reports Design for Nortel Contact Center Manager/Symposium Call Center Server/Express Call Center
- Nortel Contact Center Manager/Symposium Reporting Overview Series
- Impacts of System Configuration On Reporting For Nortel Contact Center Manager/Symposium
- Crystal Report Design with IEX TotalView SmartSync Exchange

Training can be delivered on-site at your location or in an open-class, seat-based format at convenient locations across North America. Some courses can also be delivered via the web.


“Training and performance support must reflect the learning needs critical to meeting stated business objectives. Organizations should realize that if those objectives involve using a new application and/or business process, the proficiency and skill with which people can perform their jobs using the technology and/or business process can mean the difference between organizational success and a wasted investment.”
- IDC, “Training Efforts Drive Enterprise Application Success”, October 2007

Support Services

Prepaid Services & Support Program


Symmetrics' on-going support program ensures you always have somewhere to turn whenever you need it. Whether you need a configuration issue addressed or reports designed, our unique support program will meet your needs and your budget.

Symmetrics Contact Coordinates:

 info@symmetrics.com

 +1.604.688.0882

 www.symmetrics.com

 Vancouver BC (Head Office);
Toronto ON; Seattle WA; Los Angeles, CA

*Information and specifications are subject to change without notice.
All product or service names mentioned in this document may be trademarks of the companies with which they are associated.*

© 2009 Symmetrics Business Intelligence Solutions Inc.